

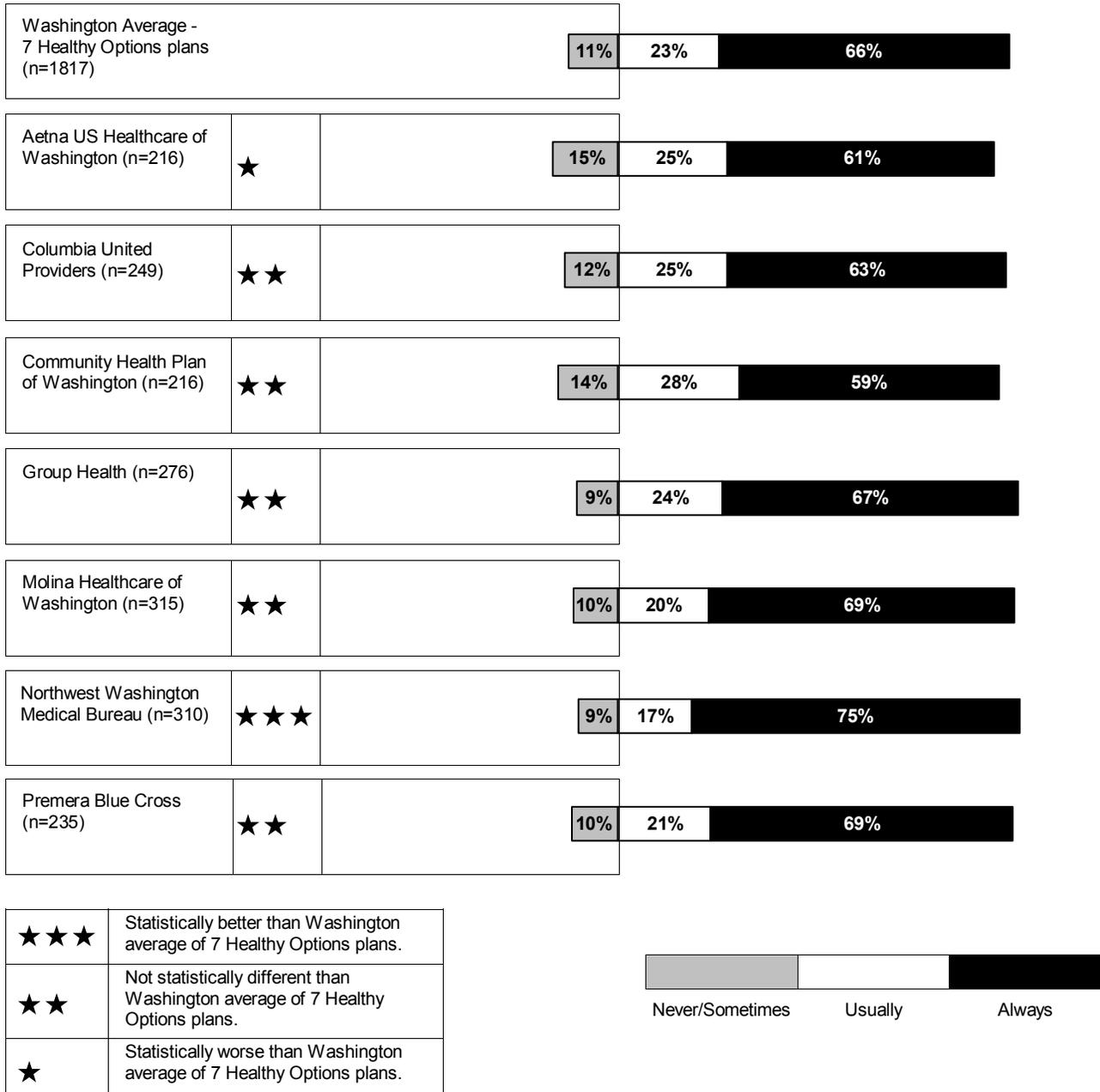
# Healthy Options - Children

## Core CAHPS Questions

### Composite

## How Well Doctors Communicate

This chart summarizes the responses to survey questions 32, 33, 34, 35, 37, and 38 contained in the composite, "How Well Doctors Communicate." Individual question-level responses immediately follow.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

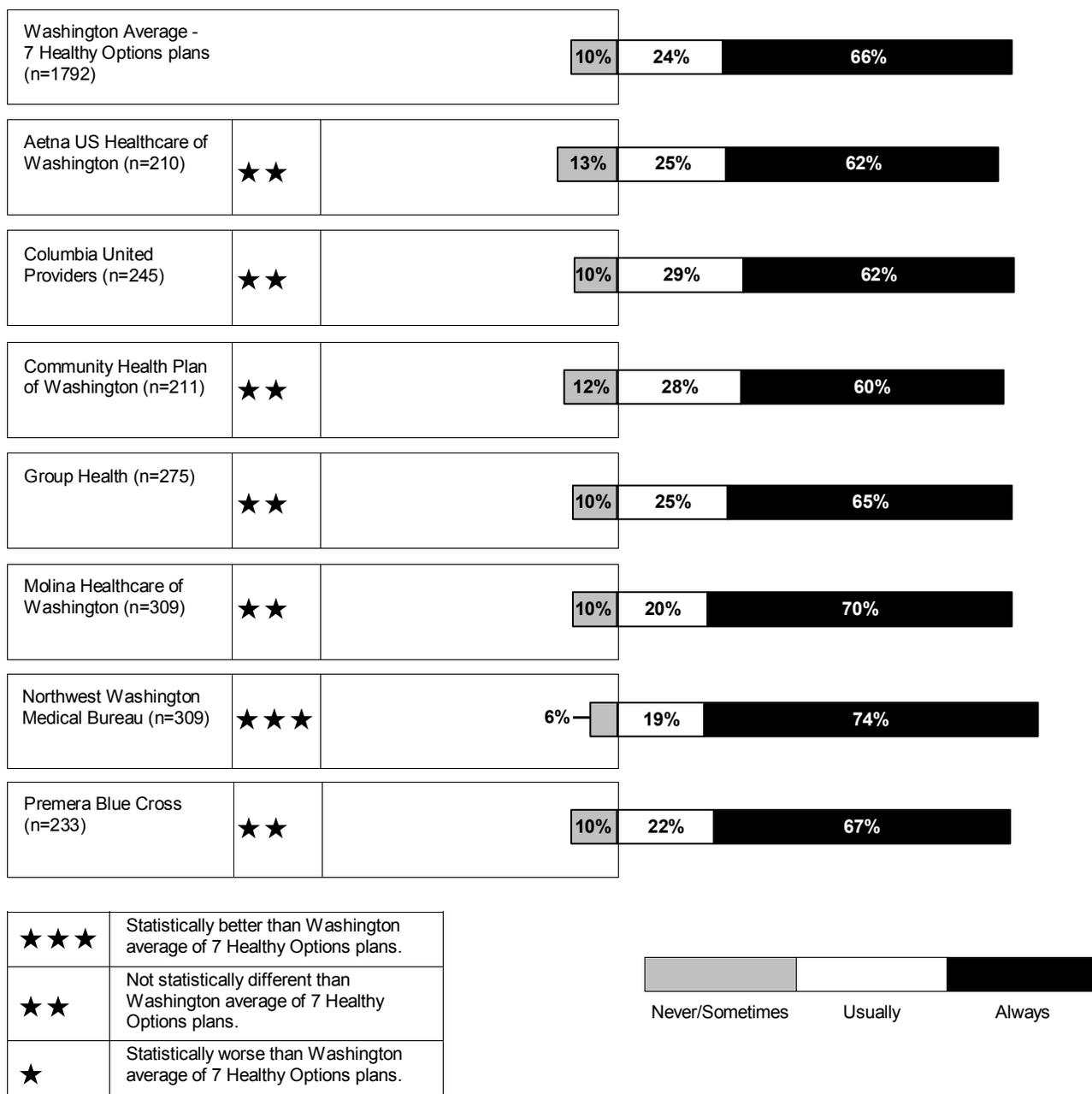
# Healthy Options - Children

## Core CAHPS Questions

### Question 32

## How Well Doctors Communicate

Q32. "In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?"



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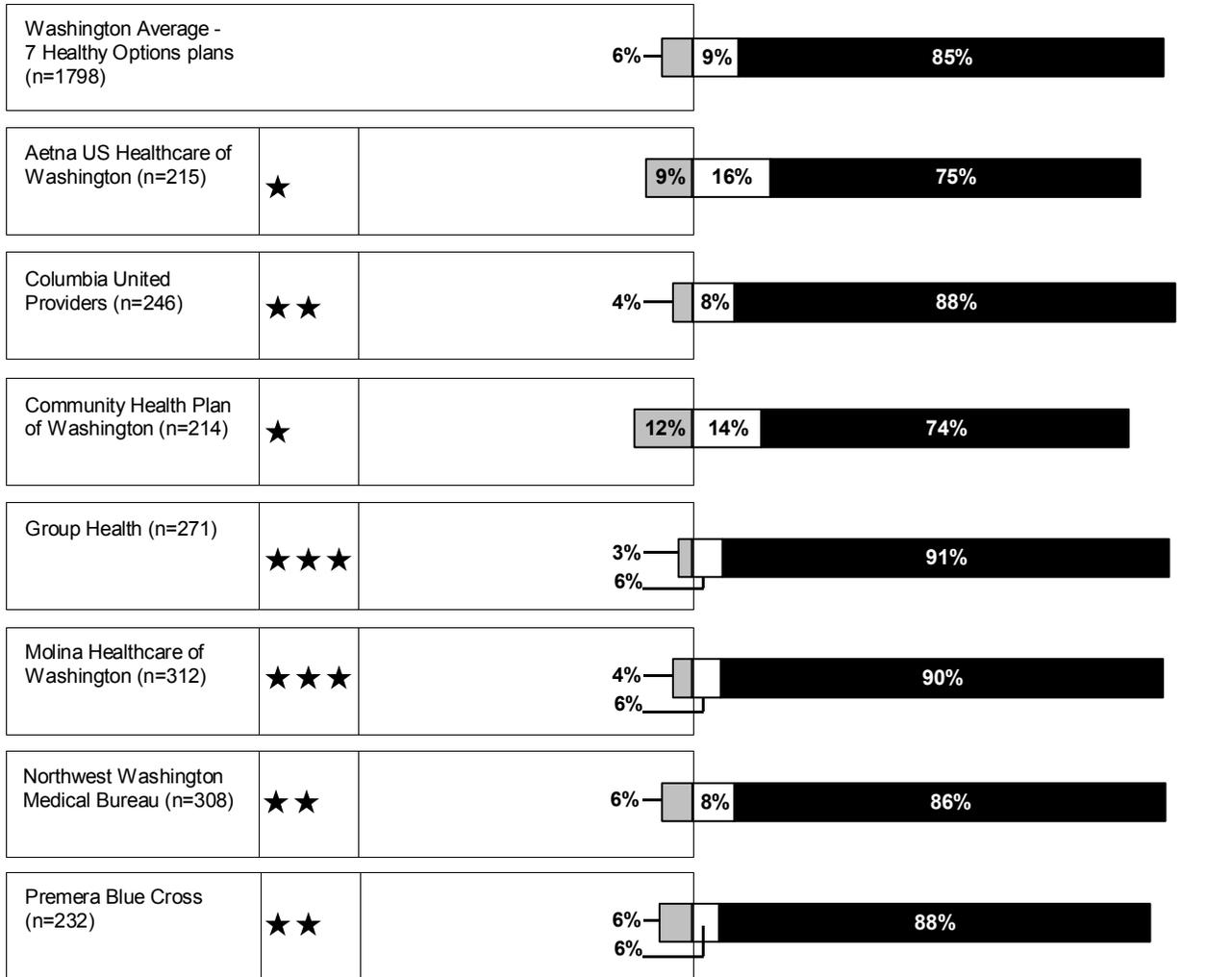
# Healthy Options - Children

## Core CAHPS Questions

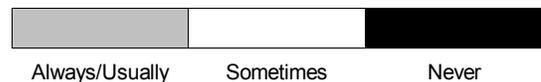
### Question 33

## How Well Doctors Communicate

Q33. "In the last 6 months, how often did you have a hard time speaking with or understanding your child's doctors or other health providers because they spoke different languages?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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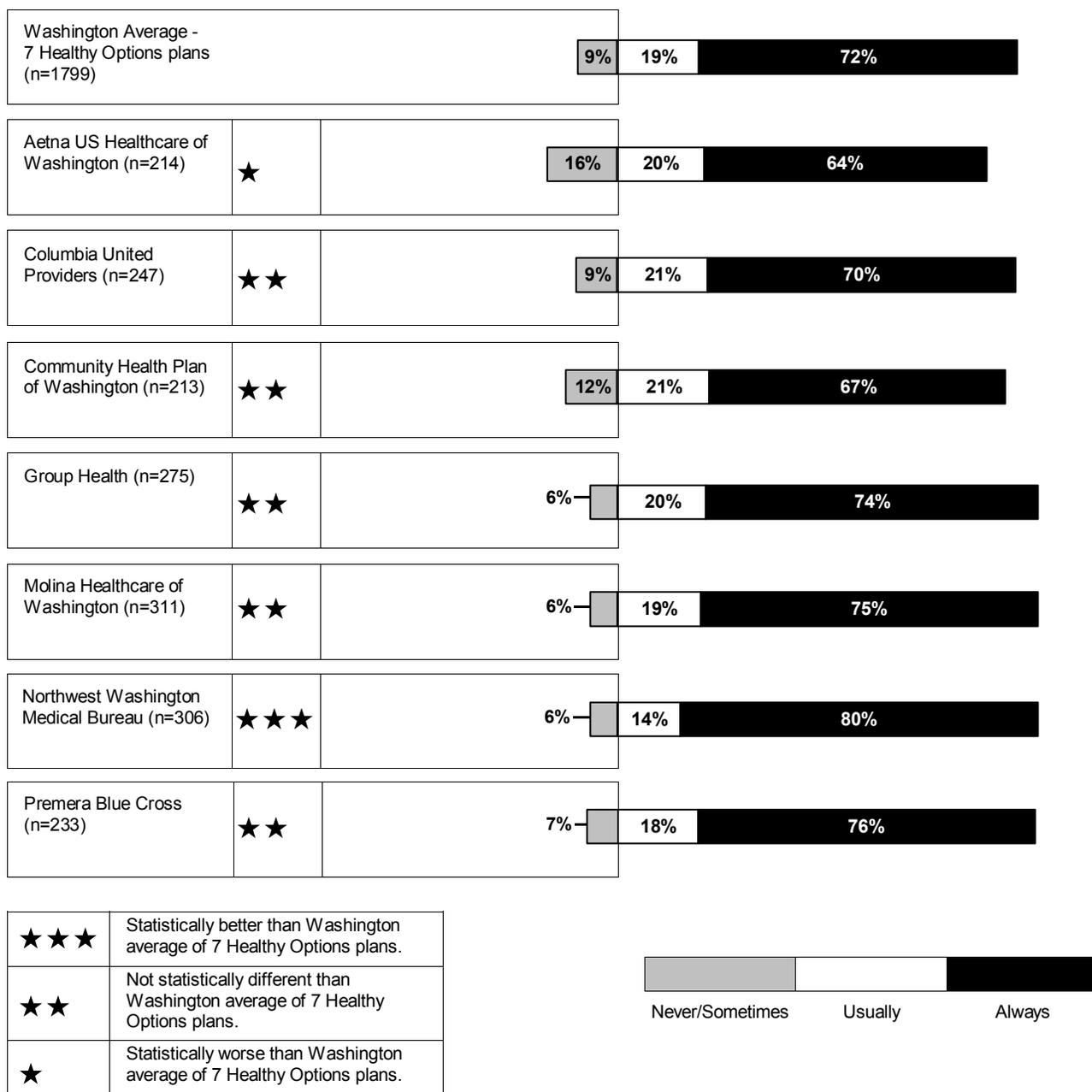
# Healthy Options - Children

## Core CAHPS Questions

### Question 34

## How Well Doctors Communicate

Q34. "In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?"



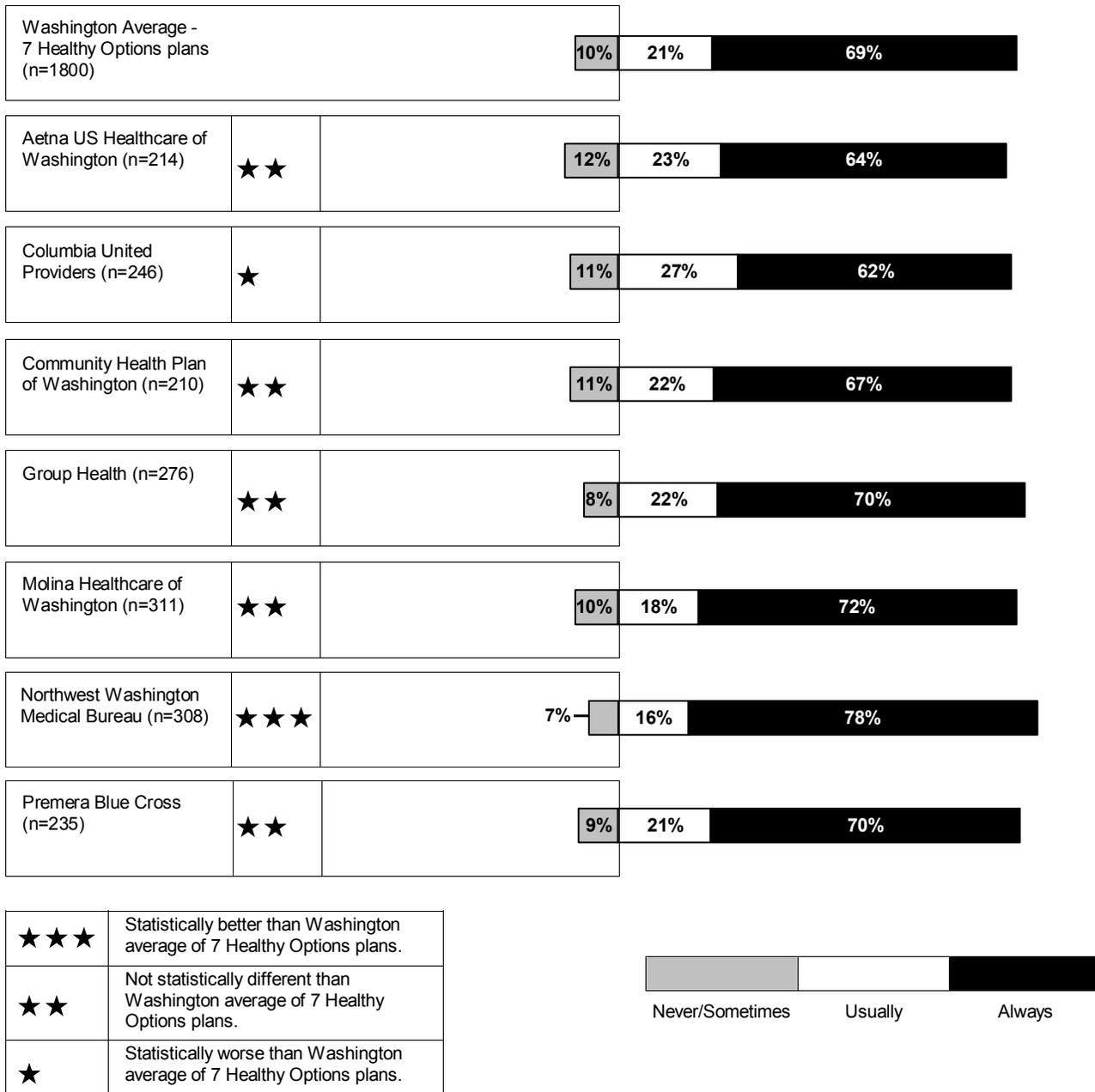
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# Healthy Options - Children Core CAHPS Questions

## Question 35

### How Well Doctors Communicate

Q35. "In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?"



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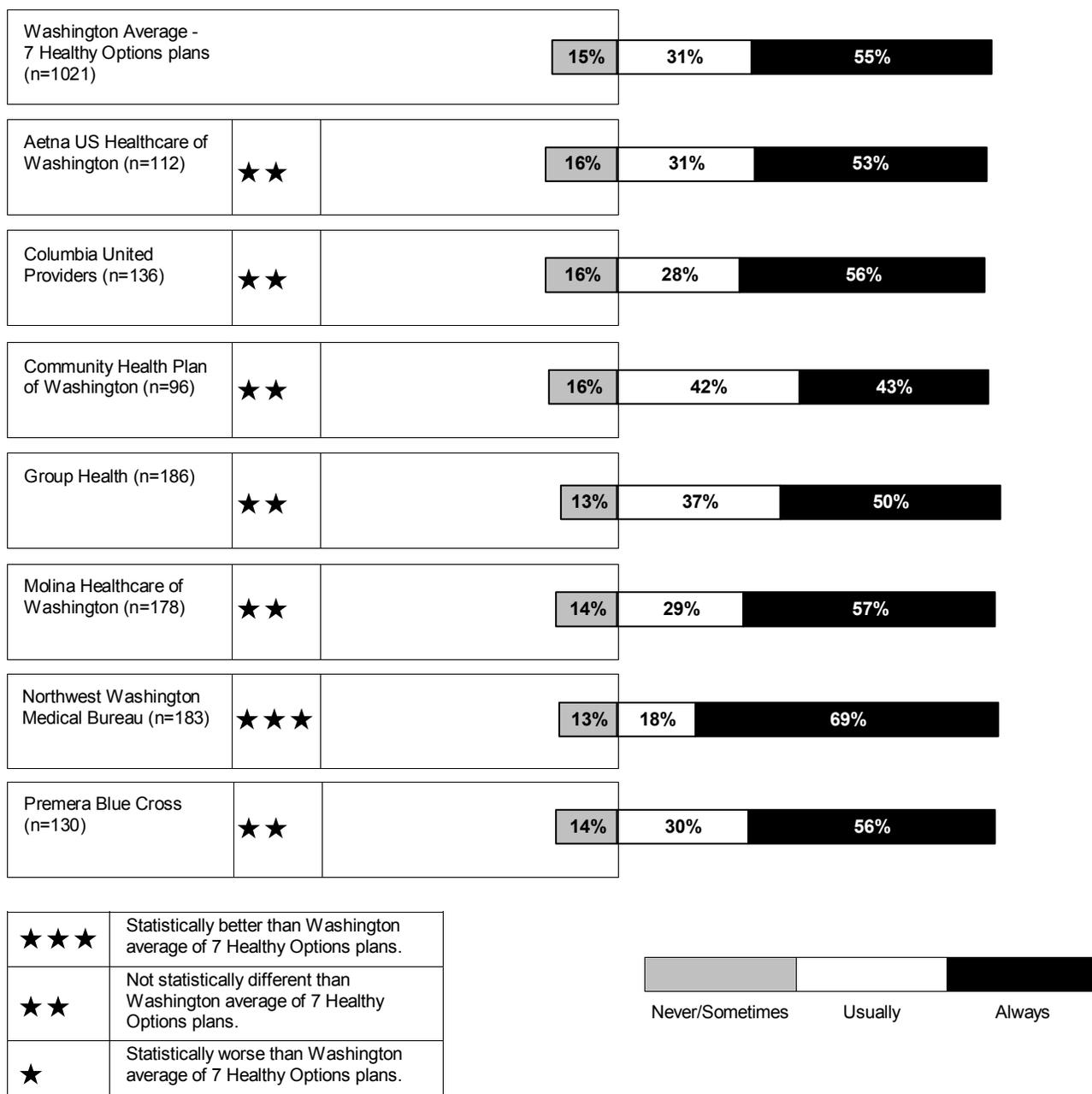
# Healthy Options - Children

## Core CAHPS Questions

### Question 37

## How Well Doctors Communicate

Q37. "In the last 6 months, how often did doctors or other health providers explain things in a way your child could understand?"



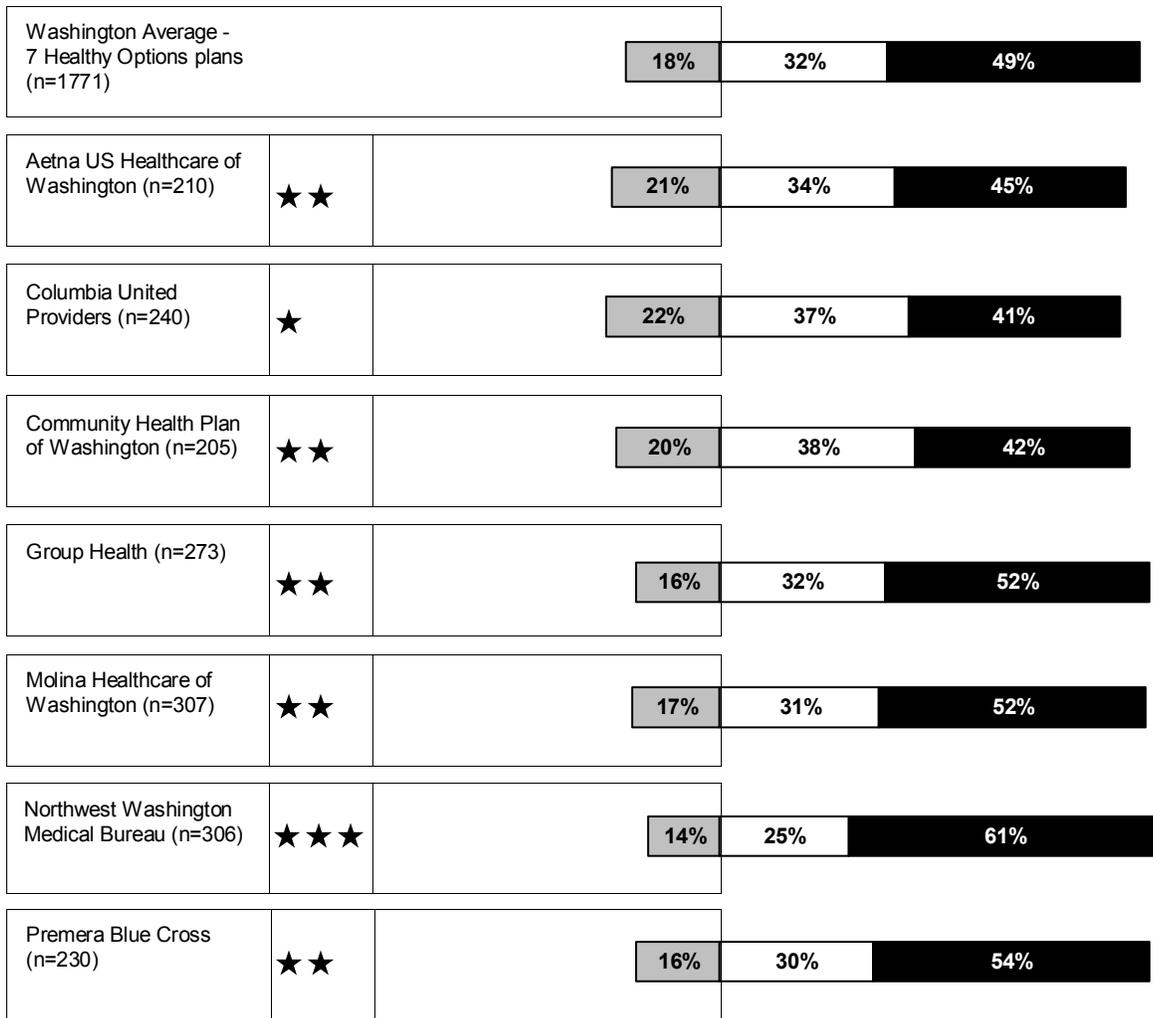
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# Healthy Options - Children Core CAHPS Questions

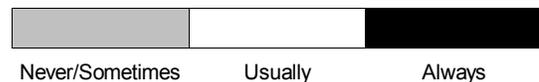
## Question 38

### How Well Doctors Communicate

Q38. "In the last 6 months, how often did doctors or other health providers spend enough time with your child?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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